

Q&A Session

“Strategies for Improving CAHPS Clinician & Group (CG-CAHPS) Survey Scores”

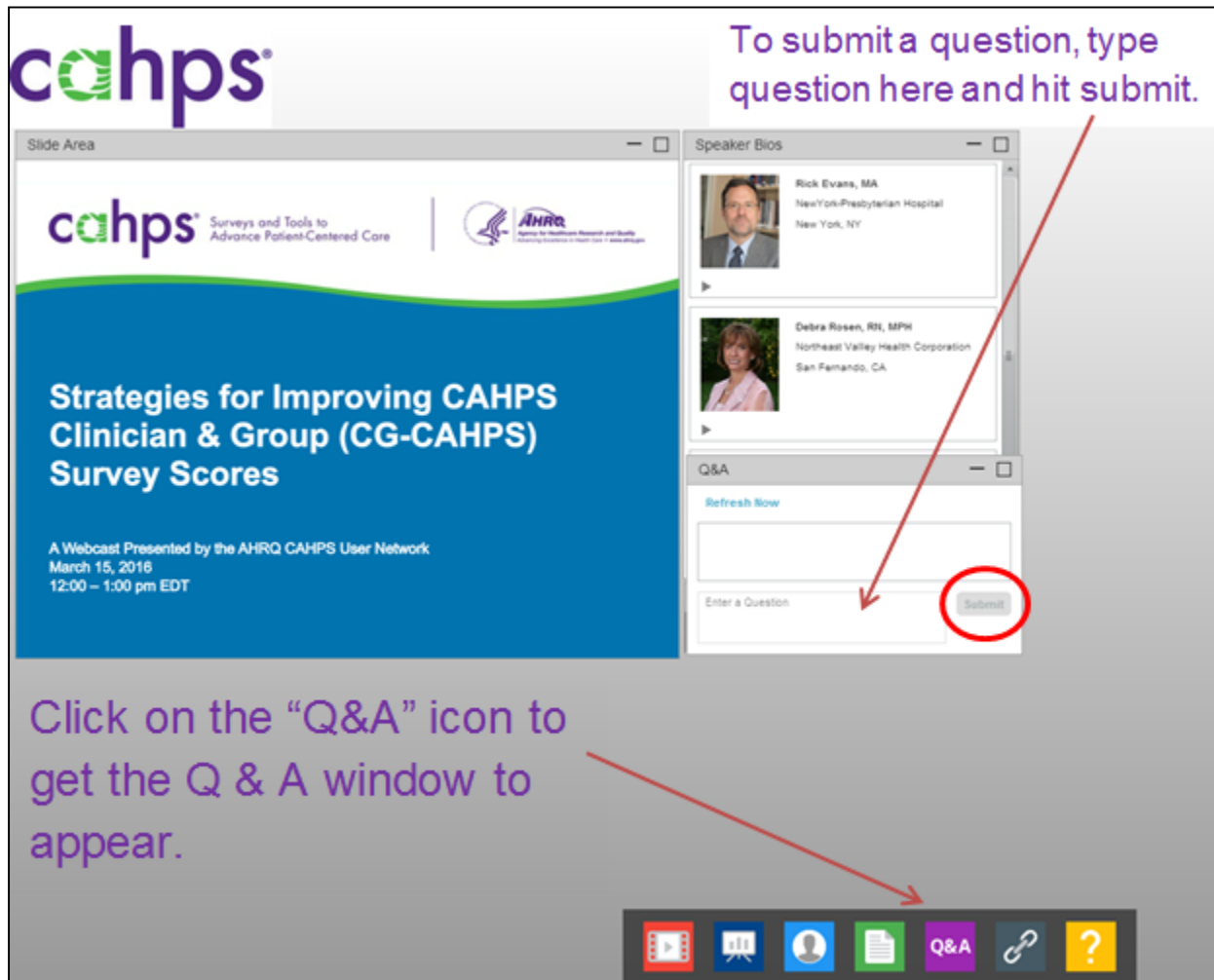
A Webcast Presented by the AHRQ CAHPS User Network

March 15, 2016

12:00 – 1:00 pm EDT

To Ask a Question

To submit a question, type question here and hit submit.

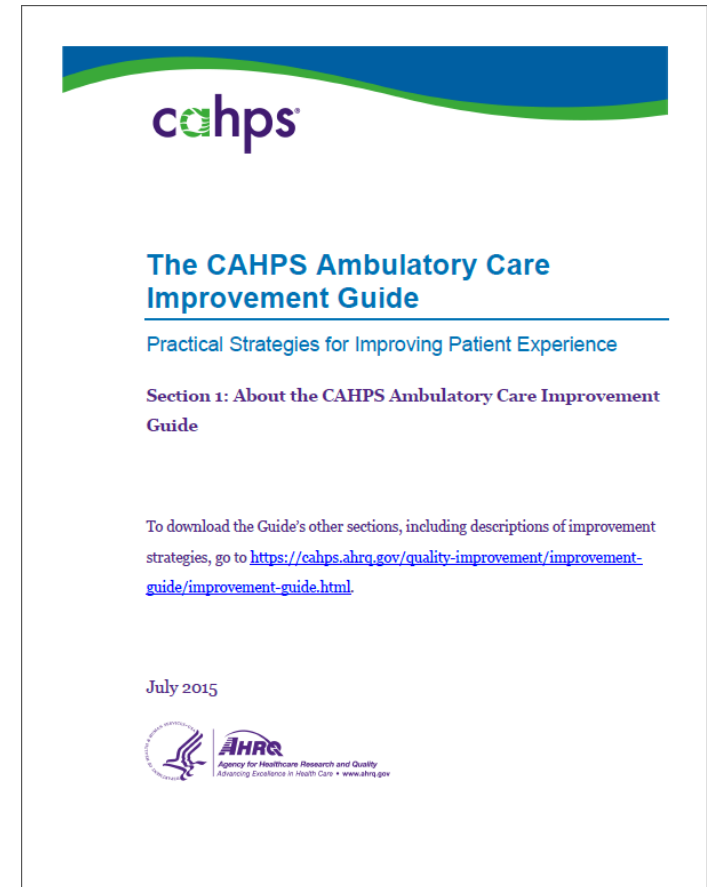


The screenshot shows a webcast interface with a slide area on the left and a Q&A window on the right. The slide area contains the CAHPS logo, the text 'Surveys and Tools to Advance Patient-Centered Care', the AHRQ logo, and the title 'Strategies for Improving CAHPS Clinician & Group (CG-CAHPS) Survey Scores'. Below the title, it says 'A Webcast Presented by the AHRQ CAHPS User Network, March 15, 2016, 12:00 - 1:00 pm EDT'. The Q&A window has a 'Refresh Now' link, a text input field labeled 'Enter a Question', and a 'Submit' button circled in red. A red arrow points from the 'Submit' button to the text 'To submit a question, type question here and hit submit.' Another red arrow points from the 'Q&A' icon in the bottom toolbar to the text 'Click on the "Q&A" icon to get the Q & A window to appear.'

Click on the "Q&A" icon to get the Q & A window to appear.

CAHPS Ambulatory Care Improvement Guide

<https://cahps.ahrq.gov/quality-improvement/improvement-guide/improvement-guide.html>



Next Webcast: Strategies for Health Plans

- Wednesday, April 13, 12-1 p.m. ET
- Webcast will feature innovative strategies used by two health plans to significantly improve their scores on the CAHPS Health Plan Survey

CAHPS E-mail Updates

The screenshot shows the CAHPS website interface. At the top, the U.S. Department of Health & Human Services logo is on the left, and navigation links for 'About Us', 'Careers', 'Contact Us', 'Español', 'FAQ', and 'Email Updates' are on the right. The 'Email Updates' link is circled in red. Below this is the AHRQ logo and the text 'Agency for Healthcare Research and Quality Advancing Excellence in Health Care'. A search bar is located to the right of the AHRQ logo. The main header features the CAHPS logo and the tagline 'Surveys and Tools to Advance Patient-Centered Care'. A blue navigation bar contains links for 'Home', 'About CAHPS', 'Surveys and Guidance', 'Consumer Reporting', 'Quality Improvement', 'CAHPS Database', and 'News and Events'. The main content area is divided into three columns. The left column has 'Surveys and Guidance' with links to 'Health Plan' and 'Clinician & Group', and 'CAHPS Database' with links to 'About the CAHPS Database', 'Comparative Data', and 'Request Data for Research'. The middle column features a carousel of CAHPS research project documents with the text 'CAHPS Research Projects Span Multiple Topics' and 'Read about the CAHPS Consortium's ongoing studies.' The right column has 'About CAHPS' with a description and links to 'Bibliography', 'Frequently Asked Questions', and 'Contact Us'. At the bottom, there are three sections: 'Events' with links to 'Strategies for Improving CAHPS Clinician & Group (CG-CAHPS) Survey Scores (Webcast)' and '2015 AHRQ Research Conference'; 'New: Version 3.0 of Clinician & Group Survey' with details about changes; and 'Spotlight' with links to 'Aligning the Implementation of Ambulatory Care Surveys' and 'Making the Case for a Rigorous Approach to Collecting Patient Narratives'.

Thank You!

- Evaluation Survey

- Please complete the evaluation survey. Your feedback is important to us.

- Questions or comments?

 E-mail: cahps1@westat.com

 Phone: 1-800-492-9261

 Web site: www.cahps.ahrq.gov